



Comptroller of the Currency
Administrator of National Banks

Washington, DC 20219

< Date >

< Survey Letter for Branch and Relos only >

< Name >

< Bank >

< Address >

Re: < Filing type, description and CAIS Control Number >

Dear < Title, Name > :

Today we sent you our decision for the referenced application. To provide better and more efficient services, we would appreciate your opinion of our service in processing your application. Your response may be faxed to (202) 874-5293 or mailed to the Comptroller of the Currency, Licensing Operations, Mail Stop 7-13, 250 E Street, SW, Washington, DC 20219-0001.

Outstanding	Good	Satisfactory	Fair	Poor	Not Rated	Rate the quality of our service by circling a response.
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1	2	3	4	5	NR	Subject knowledge of the primary Licensing contact person.
1	2	3	4	5	NR	Professionalism and courtesy of the Licensing staff.
1	2	3	4	5	NR	Timeliness of our decision.
1	2	3	4	5	NR	Quality of written guidance (for example, handouts, <i>Comptroller's Licensing Manual</i> , Internet Web site).
1	2	3	4	5	NR	Overall rating for our handling of your application.

Are you aware of the OCC's new e-Corp electronic application filing system?

☐ Yes ☐ No

If no, would you like additional information? ☐ Yes ☐ No

If yes, did you file this application through e-Corp? ☐ Yes ☐ No

If yes, how do you rate the ease of use of the e-Corp system (circle 1 through 5).

1 2 3 4 5 NR Ease of application process through e-Corp

If no, is there a reason you chose not to use e-Corp for this application?

Your additional comments may help improve the quality of our licensing services, especially if your rating in any area is other than 1 or 2. Comment below or attach an additional sheet:

If you have other comments or questions, contact Licensing Operations in Washington at (202) 874-5060.

Sincerely,

<Name>
Senior Licensing Analyst